

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Front Desk Agent

POSITION NUMBER: TGO 367-08

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School Diploma or GED equivalent required. **(Please submit a copy of either document with application)**
- ☐ Current enrollment in the Tribal Enterprise Management Program preferred. **(Please submit verification of enrollment with application)**

SKILLS:

- ☐ Must have an excellent guest service approach in dealing with guests/team members.
- ☐ Must be able to type 25 wpm. **(Test required)**
- ☐ Must have excellent organizational, verbal, interpersonal, and guest relation skills. **(Audition required)**
- ☐ Ability to compose business correspondence, i.e., letters, memos, spreadsheets, etc.
- ☐ Must be computer literate with working knowledge of Microsoft Office and/or Word and Excel.
- ☐ Must have familiarity with modern office machines.
- ☐ Must be able to follow verbal as well as written instructions.
- ☐ Must be able to handle multiple priorities and tasks.

EXPERIENCE:

- ☐ Minimum of one (1) year guest service experience.
- ☐ Prior experience in a hotel environment preferred.

OTHER REQUIREMENTS:

- ☐ Must adhere to strict confidentiality of all information and records seen and/or heard.
- ☐ Must have the tolerance and patience for dealing with upset, angry, and/or frustrated individuals.
- ☐ Must be able to work in a culturally diverse environment.
- ☐ Must attend mandatory guest service training.
- ☐ Will be responsible for the delivery of the highest level of guest service to all guests, VIP's, and co-workers.
- ☐ Must be able to successfully complete either a tribal, state, or federal background investigation.
- ☐ Must be able to obtain a Hotel Permit per Regulation 12 with the Tulalip Tribal Gaming Agency.
- ☐ Must be able to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must have successful employment history with the Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- ☐ Must be able to stand and/or walk for prolonged periods of time.
- ☐ Ability to lift objects weighing up to 40 lbs. on a occasional basis.
- ☐ Must have the ability to lift heavy objects overhead.
- ☐ Must be able to push, pull, bend, stoop, and squat, on a occasional basis.
- ☐ Tolerance to be exposed to a smoke filled environment.

Tribal Department: Hotel

Employee Classification: Non-exempt

Job Summary: Responsible for providing exceptional guest service for all resort guests. Handles registration, room assignments, check out, and cashiering in a friendly and professional manner to encourage repeat business.

Employee Reports To: Assistant Front Desk Manager or designee

Extent of Job Authority: Under the direction of the Assistant Front Desk Manager, handles registration, room assignments, check out, and cashiering in accordance with established policies and procedures.

Specific Duties Performed:

1. Upholds the Resort/Casino's Commitments to Hospitality.
2. Demonstrates positive working relationships and communication skills conducive to a professional and friendly work environment with all departments.
3. Resolves and/or refers to management all guest requests, concerns, complaints, and suggestions quickly, efficiently, and courteously in a continuous effort to provide exceptional guest service.
4. Interacts with guests in a courteous and efficient manner by maintaining a pleasant, smiling, and inviting demeanor at all times.
5. Maintains professionalism, grace, and dignity at all times.
6. Develops and maintains positive relationships with guests to provide maximum personalized guest service.
7. Provides superior service for all guests requests and maintains excellent follow through for all requested services.
8. Registers guests, assigns rooms and keys, accommodating special requests whenever possible.
9. Understands and is familiar with room status, availability, room rates, locations, room types, and package elements.
10. Coordinates room status updates with housekeeping by notifying of all late checkouts, room moves, early check-ins, stayovers, special requests, etc.
11. Follows proper procedure for noise/disturbance complaints and informs Assistant Front Desk Manager of all complaints.
12. Posts appropriate charges and credits to guests account.
13. Uses proper verbal etiquette, is friendly, uses name recognition, and makes eye contact with all guests.
14. Follows security procedures when issuing guest room keys.
15. Adheres to all cash handling and credit card policies and procedures.
16. Follows proper procedure for issuing and closing guests' safety deposit boxes.
17. Uses proper mail, package, and message handling procedures.
18. Maintains clear and concise communication with Front Desk Manager and Assistant Front Desk Manager throughout each shift.
19. Is familiar with the Players Club and encourages all guests to utilize this service.
20. Maintains communication with the Rewards Club Hosts to stay current with Rewards Club benefits and special events.
21. Properly handles lost and found items in accordance with department policies and security procedures.
22. Complies with accident and loss prevention programs, as well as, health and safety standards and regulations.
23. Maintains a clean, organized, and safe working environment.
24. Ensures the safety and security of all guest and team members by reporting any suspicious activity to the Assistant Front Desk Manager and/or designee.
25. Adheres to all department and Tulalip Resort Casino policies and procedures.
26. Attends and positively contributes to all scheduled meetings and training sessions.
27. Performs and assists with other duties as assigned.

Terms of Employment: This is a Regular Full-time position, requiring 40 hours per week or 2080 hours per year.

Pay Rate: \$14.71 per hour

Opening Date: On-Going

Closing Date: